

C Series Quick Start Guide



"One Printer for your Entire Enterprise."



CognitiveTPG Headquarters

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COGNITIVE

A large, stylized 'TPG' logo graphic consisting of a grey square with a white 'P' inside, positioned to the right of the word 'COGNITIVE'.

To Get Started:

Please refer to the User's Guide on the CognitiveTPG Website for full details on setting up and using the C Series printer.

Internet Users

Go online to: <http://www.CognitiveTPG.com> and register your C-Series printer under "Warranty Registration." Access and download the latest utility, drivers, and documentation.

Non-Internet Users

Call 800-732-8950, ext. 2474, to request a set-up CD-ROM.

Unpack the Printer:

Remove the following contents from the Box:

1. The C Series Printer
2. Power Supply Kit including
 - Power Cord
 - Power Supply
3. The Accessory Box including
 - Spindle
 - USB Cable
 - Sample Media Kit
 - Documentation

Helpful Web Links and Contact Information:

To learn more about CognitiveTPG approved media, please check out our new Online Media Selection Tool.

For C Series technical support, please contact your local reseller or CognitiveTPG toll free at 800-732-8950, option 4, direct at 607-274-2500, option 4, or email support@CognitiveTPG.com.

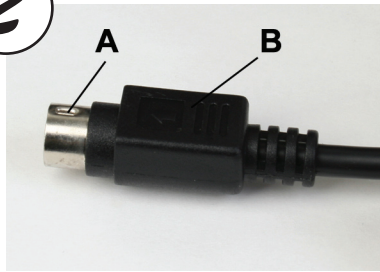
Follow These Steps to Set Up the C Series Printer:

Connecting Power to the C Series Printer

1



2



3



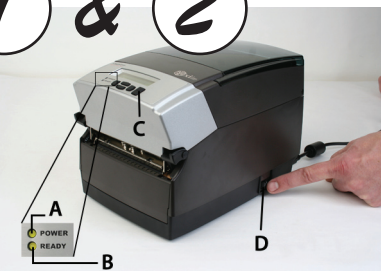
4

Plug power supply to power source and a green LED will illuminate on the power supply.

NOTE: Do NOT power the printer on until instructed.

Printer Power Test:

1 & 2



CXi Only



1. Press the Power Connector (D) to the ON position.

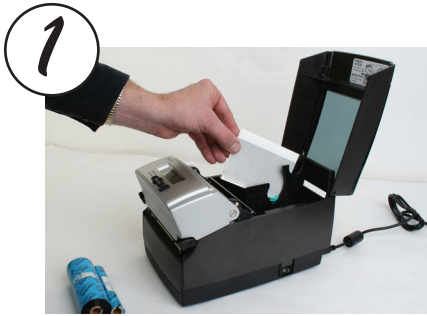
NOTE: Power Light (A) on top user interface cover will turn green to indicate unit is receiving power. Ready Light (B) will first turn red, then auburn, then green once printer is ready to print.

Cxi Printers Only: LCD display will briefly state Press Right Arrow for Menu for about 1 second. Then display will read Cognitive Cxi for about 1 second. Once printer is ready to print, display will read COGNITIVE (see Cxi Only image left).

2. Press Power Switch (D) to OFF before proceeding to next steps.

Loading Media -- Standard Size Rolls:

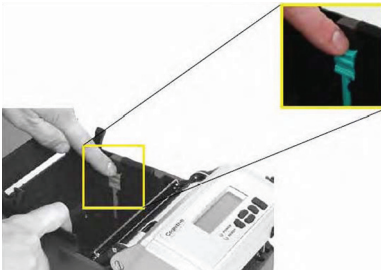
NOTE: Before proceeding to Step 1, open the printer cover. Then follow Steps 2a or 2b depending on the media type being used.



Inward Wound Media



Outward Wound Media



NOTE: Prior to loading media, take a moment to review media guides. They are spring loaded to provide improved media control during printing. The right media guide has a green locking tab which holds the guides in place. Once the guide is set to the width of the media, it can be locked in place and future loading of media is simplified.

NOTE: Follow Steps 3a or 3b depending on media type. For Step 4, the media must be placed UNDER the media guide bar, or media wandering can occur.

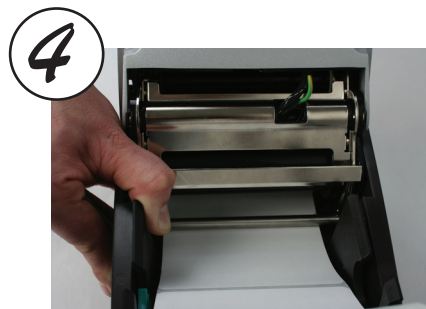
NOTE: Once the guides are against the sides of the roll, push the roll down in the slot as shown. This locks the media guide in the proper position.



Inward Wound Media

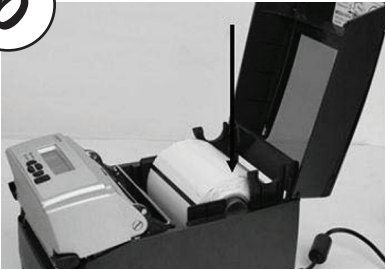


Outward Wound Media

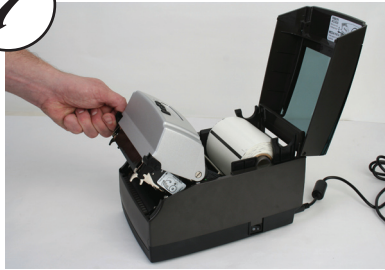


Loading Media -- Standard Size Rolls (Cont'd):

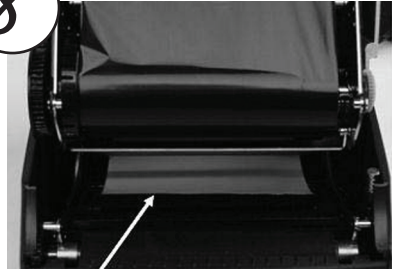
6



7



8



9



10



For **thermal transfer printers**, continue to the **Loading Ribbon** section of this Quick Start Guide.

For **direct thermal printers**, go to the **Self-Testing** section of this Quick Start Guide.

Loading Media -- Large Media Rolls:

NOTE: Remove screws with a #2 Phillips screwdriver. Printer should be powered **OFF** before continuing.

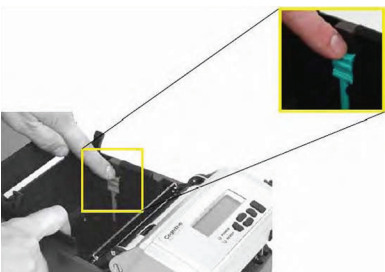
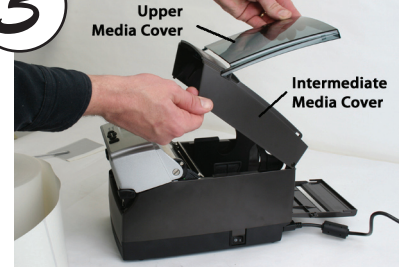
1



2

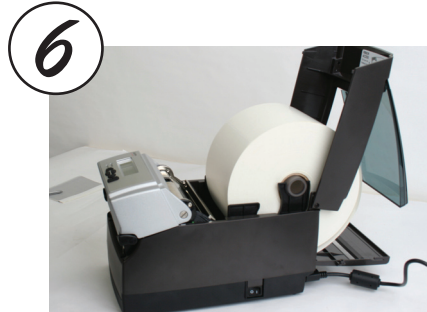
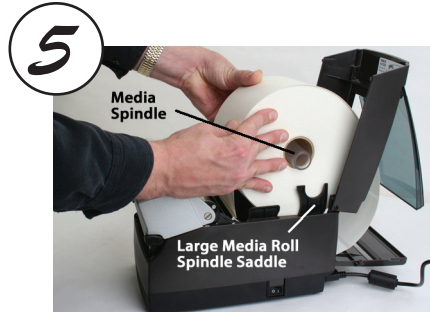
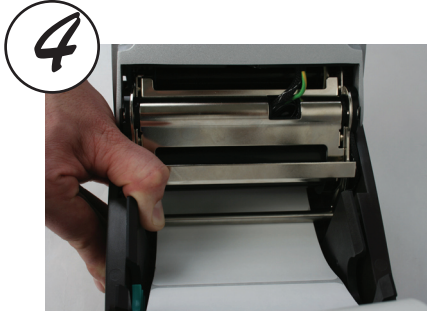


3



NOTE: Prior to loading media, take a moment to review media guides. They are spring loaded to provide improved media control during printing. The right media guide has a green locking tab which holds the guides in place. Once the guide is set to the width of the media, it can be locked in place and future loading of media is simplified.

Loading Media -- Large Media Rolls (Cont'd):



For **thermal transfer printers**, continue to the **Loading Ribbon** section of this Quick Start Guide.

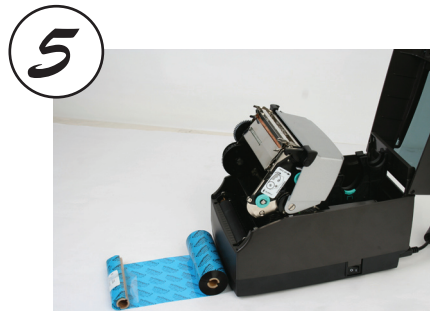
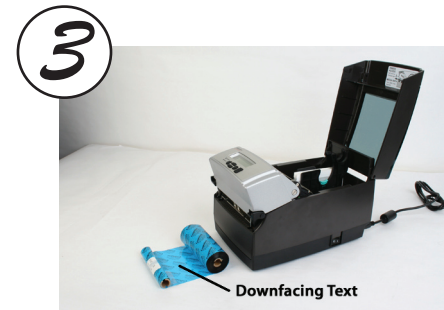
For **direct thermal printers**, go to the **Self-Testing** section of this Quick Start Guide.



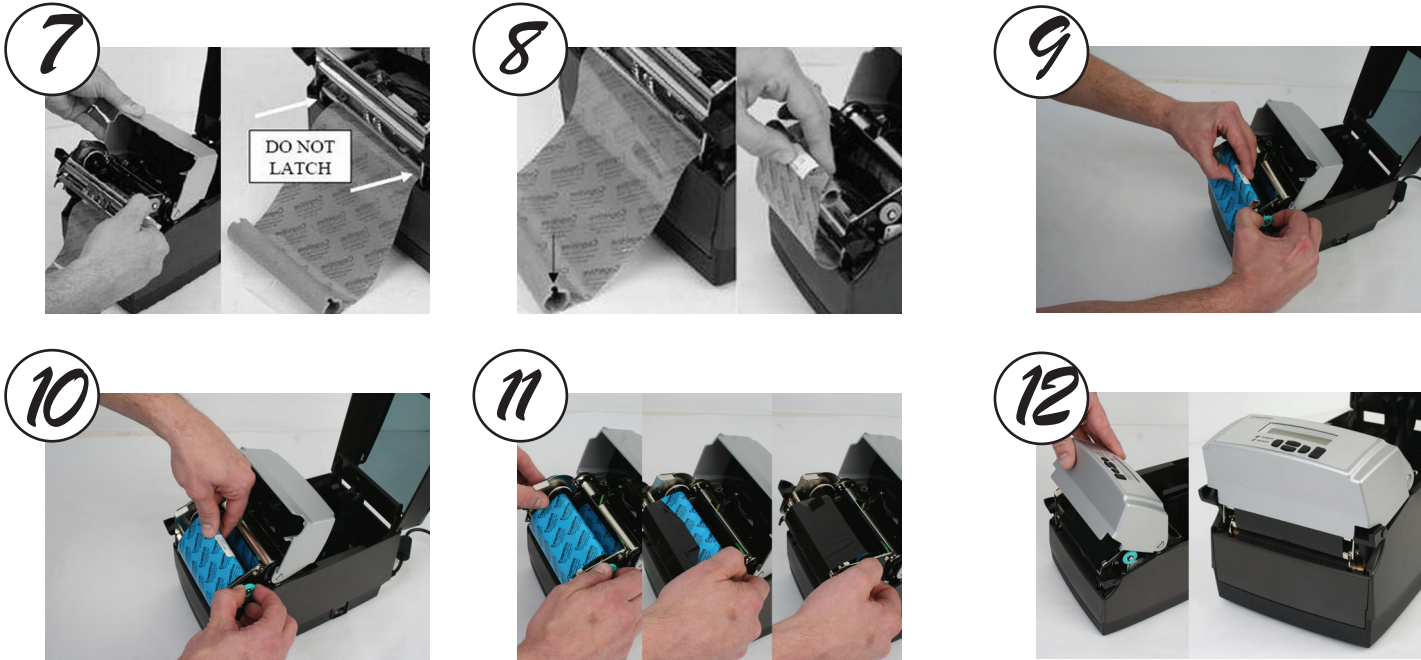
Optional: CognitiveTPG provides 3" core adapters to work with all 3" core large media rolls. Please refer to the User's Guide for more information regarding these accessories. Use of these adapters (P/N 470-064-01) is optional based on the media core size.

Thermal Transfer Printers Only -- Loading Ribbon:

NOTE: Open printer cover before proceeding to Step 1.



Thermal Transfer Printers Only -- Loading Ribbon (Cont'd):



Self-Testing & Software/Printer Driver Installation:

Self-Testing: The self test checks the printer's overall operability and lists the printer's current settings.

IMPORTANT! The printer should have media installed, be connected to AC power, and be turned ON.

1. Press and hold the FEED button.
2. Turn the printer ON while holding the FEED button.
3. Release the FEED button when the self test starts to print.
4. Turn printer OFF and then ON again to return to normal printing operation.



Software and Printer Installation:

Self-Testing: For instructions on installing CognitiveTPG software and drivers, go online to the CognitiveTPG Website at www.CognitiveTPG.com/downloads_16.aspx. and follow the instructions under the Utility section.

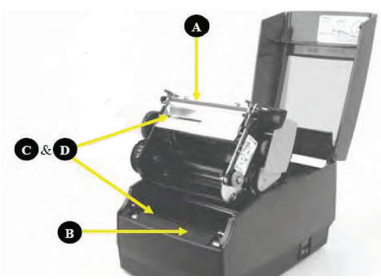
NOTE: The online C Series User's Guide also has step-by-step instructions in Chapter 3 on installing and using the various software and driver packages.

Installation is now complete! Once software and drivers have been installed, you are ready to print in your application. Please refer to the User's Guide for more detailed information on using the C Series printer.

Contact your reseller or CognitiveTPG for information on CognitiveTPG-approved media, cleaning supplies, and printheads and parts: 1-800-732-8950

Maintenance, General Tips, and Troubleshooting:

Cleaning & Maintenance:



1. Open the print mechanism. Turn the printer off when cleaning the printhead. Make sure the printhead is completely dry before turning the printer back on.
2. Clean the printhead (A), platen (B), and the index sensors (C&D) with a soft, lint-free cloth saturated with 99 percent isopropyl alcohol or a certified cleaning pen.
3. Turn the printer on and press the FEED button to clean all sides of the roller.

CAUTION! INCORRECTLY CLEANING THE PRINTER WILL CAUSE PERMANENT DAMAGE AND VOID THE PRINTER’S WARRANTY. COGNITIVE RECOMMENDS USING A CERTIFIED CLEANING PEN FOR ALL THE PRINTER’S CLEANING REQUIREMENTS.

General Printing Tips:

- Thermal transfer printers can operate in direct thermal or thermal transfer mode and must be set to the correct print mode for proper results.
- All C Series printers can use black bar, gap, or notch indexing. Continuous media may also be used.
- Label printing software provides the means to change the printer’s settings. See the software and network printing sections of the User’s Manual (located on the CognitiveTPG Website) for more details.
- Refer to the CPL Programmer’s Manual, included on the Website, to change the printer’s settings using Cognitive Programming Language (CPL).

Troubleshooting:

Problem:

Red ready light

No power or ready lights

Labels continuously feeding

Labels feed but nothing prints

Possible Causes:

Printhead unlatched
Out of media: labels, tags, or ribbon
Miss indexed label or tag

Printer switched off
Power supply not connected properly
Power supply not working properly

Wrong indexing mode (gap, bar, TT)
Printer indexing not calibrated
Index sensor in the wrong position

Ribbon not loaded for TT media
Ribbon loaded incorrectly
Darkness too low

Safety and Compliance:

WARNING! Shock Hazard and Static Discharge:

Never operate printer in a location where it can get wet. Personal injury could result. The discharge of electrostatic energy that accumulates on the surface of the human body or other surfaces can damage or destroy printhead or electronic components used in this device. DO NOT TOUCH printhead or electronic components under printhead carriage.

CAUTION! Printer Setup and Handling:

When installing or modifying printer setup or configuration, ALWAYS TURN POWER OFF before connecting any cables, performing any cleaning or maintenance operations, or moving the printer.

EUROPEAN COMPLIANCE:

This is a Class A product. In a domestic environment, this product may cause radio interference, in which case user may be required to take adequate measures.

CISPR22: The C Series printer meets applicable requirements for Emissions & Immunity.

RoHS COMPLIANCE: Directive 2002/95/EC on the Restriction of the Use of certain Hazardous Substances in Electrical and Electronic Equipment (RoHS). The C Series printer is RoHS compliant as of July 1, 2006.

FCC DECLARATION OF CONFORMITY:

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case user will be required to correct the interference at user's own expense.

WEEE:

Directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE). For WEEE recycling and recovery Information, refer to the CognitiveTPG Web site.

INDUSTRY CANADA NOTICE:

This Class A digital apparatus complies with Canadian ICS-003 requirements.

Cet appareil numérique de la Classe A est conforme a la norme NMB-003 du Canada.

DECLARATION OF CONFORMITY

Type of Equipment: Information Technology Equipment – Printer

Model: CIDZ-XXXX-XXXX

Model: CITZ-XXXX-XXXX

Model: CXDZ-XXXX-XXXX

Model: CXTZ-XXXX-XXXX (Z = 2 or 4, X = any alphanumeric character)

Applicable EU Directives:

2004/108/EC (electromagnetic compatibility directive)

2006/95/EC (low voltage directive for product safety)

Harmonized Standards:

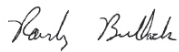
EN 55024 (1998/A1:2001/A2:2003) Information Technology Equipment Immunity Characteristics

EN 55022 (1998/A1:2001/A2:2003) EMC, Class A, Limits and Methods of Measurement of Interference Characteristics of IT Equipment

EN 61000-3-3 (1995/A1:2001/A2:2005)

IEC 60950-1 (2001) First Edition - Product Safety Standard.

"TPG IPB, Inc., 950 Danby Road, Ithaca, New York, 14850, declares that the equipment specified above conforms to the referenced EU Directives and Harmonized Standards."



Date: Oct. 21, 2009

Randy Bullock, Regulatory Compliance Engineer, CognitiveTPG and TPG IPB

Ref #: 189-1300071 Rev C

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